

# Production Daily Health Report

## Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

### Infrastructure and Upcoming Events

Customer Portal
  Worker Portal
  CCAP
  EARR

**Daily Smoke Test Status:** Pass

#### Key Events

Date	Event	Status
1/28	Weekly Release	Not Started

### Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS1605 -Benefit Decision Notice	Pending	Pending	0	TBD	0

\*Reviewing notices before releasing

### Batches

Executed	Failed	Passed	Held / Not Scheduled*
182	0	182	137

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

### Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	N/A	N/A	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

\*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

# RIBridges Top Issues Impacting Cases

Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

	Current Week		Previous Week
	0	P1 Incidents	0
	0	P2 incidents	1
	1267	P3 incidents	1352
	61	P4 incidents	66

## P1 and P2 Issue Summary

#	Priority	Issue	Root cause	Resolution
1	P2	Medicaid terminations require further analysis – incorrect terminations (RIB-4246)	A number of individuals have been terminated from Medicaid. Due to various system issues, these Medicaid terminations are being analyzed to determine if they were valid terminations. The root cause of these terminations is currently under analysis.	<b>Reclassified</b> as P3 on 1-26-2017 due to Priority Guidelines
2	P2	RIW benefit being calculated in CCAP eligibility (RIB-13097)	An active RIW case has been approved and authorized for CCAP, and the RIW benefit is being counted in the CCAP eligibility	<b>Reclassified</b> as P3 on 1-26-2017 due to Priority Guidelines

# System Application Statistics

Below provides the applications that have been submitted into the system from September 12<sup>th</sup> to January 26<sup>th</sup>

## Start of the Day

**567**

Scanned/Indexed



**19,643**

Processed\*



**43,111**

Completed\*\*



**63,321**

Total\*\*\*

## Daily Net Change

**19**

Scanned/Indexed



**267**

Processed



**462**

Completed



**748**

Total

## End of the Day

**586**

Scanned/Indexed



**19,910**

Processed



**43,573**

Completed



**64,069**

Total

\* Processed applications have gone through the application registration process, but eligibility has not been run.

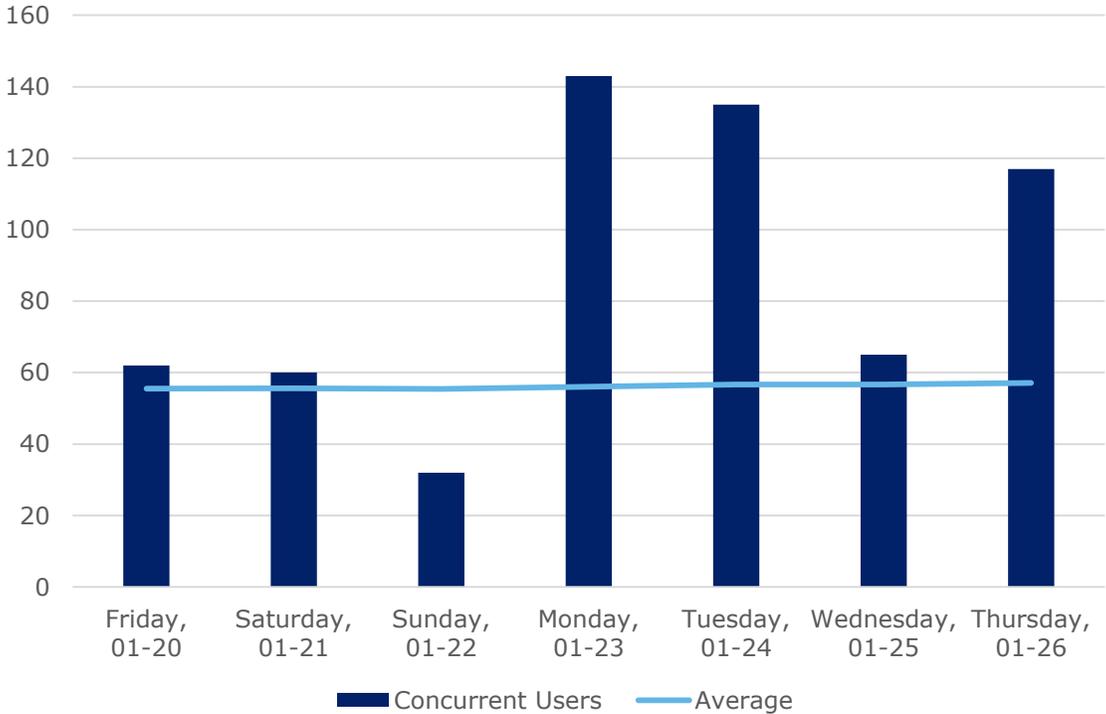
\*\* Completed applications have been processed and have had eligibility run.

\*\*\* Total is the total number of applications present in the system

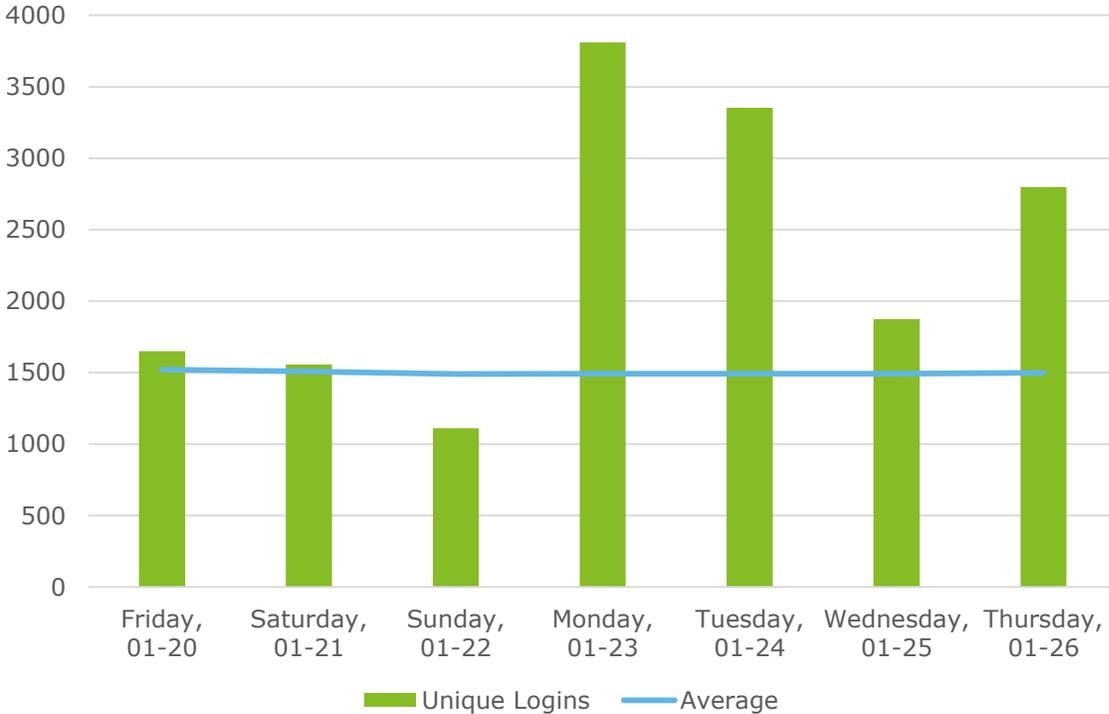
# RIBridges Technical Metrics – Customer Portal

Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

### Customer Portal Concurrent Logins Per Day



### Customer Portal Unique Logins Per Day

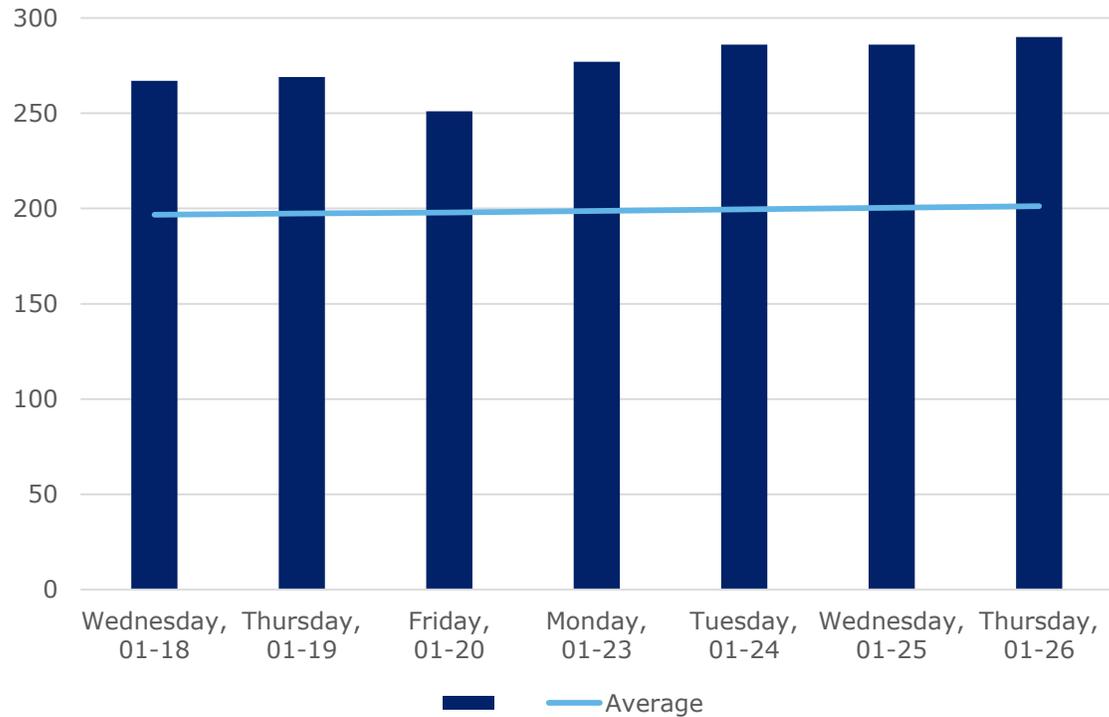


\*Concurrent is over five minutes

# RIBridges Technical Metrics – Worker Portal

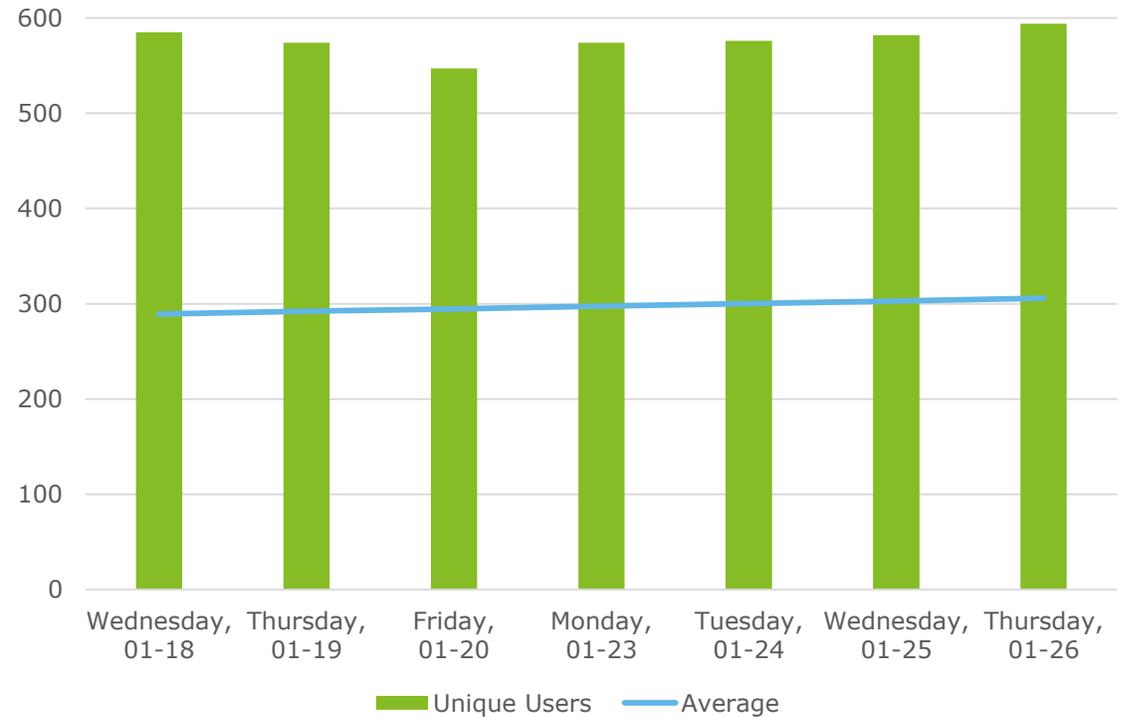
Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



\* Concurrent is over five minutes  
 \*\* Exact number of concurrent logins with no exclusions

Worker Portal Unique Logins Per Weekday

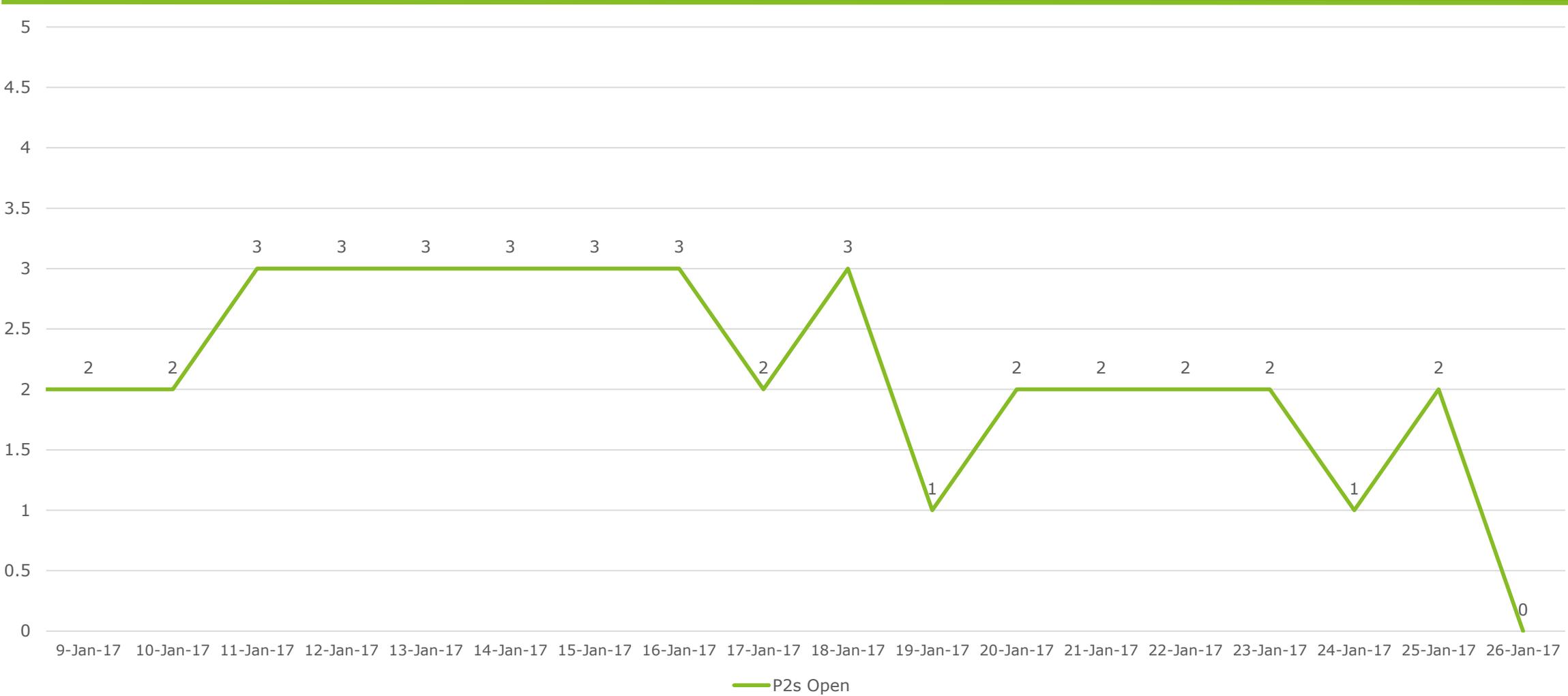


\* Excludes Deloitte and contractor logins prior to 11/30.  
 \*\* Deloitte and contractor logins included 11/30 and on

# RIBridges Technical Metrics – P2 Incident Report

Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



# RIbridges Technical Metrics – Agency Priority 3 Incidents (P3 Blockers)

Friday January 27<sup>th</sup>, 2017 (10:00 AM EDT)

Total Priority 3 Blocker\* Incidents Open by Day

